

## **PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD**

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, November 14, 2019 at Health & Human Services; Sophie Beaumont Building, Boardroom A; 111 North Jefferson Street; Green Bay, WI 54301

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**Present:** Supervisor Tom Lund, Chair; Vice Chair Paula Landrie; Susan Hyland; Laura McCoy; Supervisor Alex Tran

**Excused:** Craig Huxford; Supervisor Aaron Linssen; Kathryn Dykes

**Also Present:** Erik Pritzl; Executive Director  
Jenny Hoffman; Community Services Administrator  
Samantha Behling; Hospital & Nursing Home Administrator  
Eric Johnson; Finance Manager

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**1. Call Meeting to Order**

The meeting was called to order by Supervisor Lund at 5:15 p.m.

**2. Approve / Modify Agenda**

LAUNDRIE / TRAN moved to approve the November 14, 2019 Agenda.  
The motion passed without a negative vote.

**3. Approve Minutes of October 10, 2019 Human Services Board Meeting**

HYLAND / TRAN moved to approve the minutes dated October 10, 2019.  
Executive Director, Erik Pritzl, informed the Board that the 2020 Draft Budget did not get added to the Board Minutes in September as there were questions regarding some of the statistics included within the report. After further review, it was determined the numbers were correct, and the version handed out in September was accurate. The 2020 Draft Budget will be attached to the October Board Minutes.  
The motion passed without a negative vote.

**4. Executive Director's Report**

Executive Director Erik Pritzl distributed copies of his report and highlighted the following:

***Community Services***

We had our first meeting with system stakeholders regarding Family Recovery/Drug Court. With the addition of staff in 2020, we are discussing the addition of this court to address treatment and safety needs for families involved with the Criminal Justice system and Child Protective Services. We met with judges, law enforcement, department staff, and treatment court staff to discuss our first steps, and look to apply for a Federal grant.

Crisis Assessment Center planning work continues on the design process. There are still process pieces to work out including medical screening; we recently had a very position phone call with Department of Health Services to cover this area. The Crisis Assessment Center would not open until November 2020.

There is nothing to report on Secured Residential Care Center for Children and Youth (SRCCCY), as we are waiting on the State's Joint Committee on Finance; however, we are continuing to work internally on planning steps.

Many new staff positions were added in the 2020 Budget for Community Services – this includes 14 Child Protective Services; 2 Adult Behavioral Health; 1 Adult Protective Services and 1 Criminal Justice Treatment Court position. The Human Services Board members shared their concern over the lack of space within Sophie Beaumont for staff. Pritzl shared we continue to explore potential spaces where we might be able to move, and are exploring remote work/telework to alleviate some of the space issues by sharing office space.

We are testing telework now with six Economic Support workers, and it is going well. They work some days at home, and others here in the office. The workers must have security on their home internet network, and work via VPN Always; as they transport paperwork, it must be in a locked bag.

#### ***Emergency Detentions***

Emergency Detentions continue to see a downward trend.

#### ***CTC Census***

CTC has had good utilization with a high daily census. We are seeing more MCOs who are having difficulty finding placement locations, so we assist with some short-term placement. We have also had emergency placements at CTC.

Samantha Behling has been hired as the Hospital and Nursing Home Administrator. We now need to look at filling the Director of Nursing: Nursing Home position and other new positions for 2020 including an APNP, a half-time Medical Director, transportation aide, registered occupational therapist, along with others.

LAUNDRIE / McCOY moved to receive and place on file the Executive Director's Report for November 2019. Motion carried without a negative vote.

#### **5. CTC Administrator Report including NPC Monthly Report**

Samantha Behling, Hospital & Nursing Home Administrator, highlighted items from her report.

#### ***Federal/State Readiness***

We are looking at technology efficiencies that would allow our staff to spend more direct time with clients. We have implemented a voice to text system as well as one for ordering to build efficiencies and reduce errors.

In the area of survey readiness, we are in our audit window for NPC so we are preparing by sending staff to other local psychiatric hospitals to see what we might be able to improve and adapt; the staff are returning eager with new ideas.

#### ***Crisis Center Addition***

We started our first small work group in the area of medical clearance. Now that the building is mostly designed, we are looking at the procedures and the staffing we might need and at any potential revenue options balanced against operation expenses.

#### ***Food and Nutritional Services***

We are evaluating the overall staffing model and the hours they are working each day to see if we can make it more desirable in hiring of new employees.

#### ***Holiday Rotation***

This subject was brought before the Human Services Board a few months ago – a Holiday Rotation for the Nursing unit. Previously, holidays were awarded to the most senior employees, and as expected, any new employees missed the opportunity to have a holiday off. We looked at other facilities to see what they were doing, and the vast majority had a rotation schedule to establish fairness. For example, if you work Christmas this year, you will have it off next year.

We will be implementing a holiday rotation schedule starting January 1, 2020 and the staff have been made aware.

HYLAND / LAUNDRIE moved to receive and place on file the CTC Administrator's Report for November 2019. Motion carried without a negative vote.

**6. Approval of Medical Staff Rules and Regulations**

These rules and regulations outline the procedures for the hospital setting, including admission, discharge, ordering procedures, services we offer like physicals and types of exams. Much of this is regulatory requirements that needs to be presented, reviewed and approved by the Human Services Board. No questions were presented.

McCOY / HYLAND moved to approve the Medical Staff Rules and Regulations. Motion carried without a negative vote.

**7. Financial Report for Community Treatment Center and Community Services**

Finance Manager Eric Johnson distributed his report with financial results through September and highlighted a few items.

**Community Treatment Center**

Revenues are over budget at 81.8% of the annual budget, as the benchmark is 75% for nine months into the year; which equates to approximately 6.8% over or \$889,000. We are significantly over in revenues with the two contributors being the Hospital (NPC) at about \$288,000 over projected with a higher census, and the prior year settlement of Nursing Home Supplemental Funding Payment relating to 2018 of approximately \$515,000. Expenses are just over budget, about \$20,000, which is related to higher census numbers.

**Community Services**

We received a favorable adjustment in September related to credits for patients at State Mental Health Facilities. We are originally responsible for the whole bill, but State bills Medicaid and other insurance companies, and when they get paid, they give us credit. The State caught up in September, and we changed our estimates based on these numbers. This left us with a \$374,000 deficit for nine months which is attributed to the prior year adjustment in June.

Purchased services still remain high for residential care and correctional facility placements for Youth Justice but it is offset by a favorable variance in personnel employee benefits expenses.

HYLAND / LAUNDRIE moved to receive and place on file the Financial Report for October 2019. Motion carried without a negative vote.

**8. Statistical Reports a, b, & c**

- a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Center/  
Bayshore Village
- b. Child Protection Services — Child Abuse/Neglect Report
- c. Monthly Contract Update

LAUNDRIE / TRAN moved to suspend the rules to receive statistical reports #8 a, b, and c together. Motion passed without a negative vote.

HYLAND / TRAN moved to receive and place on file all statistical reports under item #8. Motion passed without a negative vote.

9. **Request for New Non-Contracted Provider & New Provider Contract**  
LAUNDRIE / McCOY moved to receive and place on file. Motion passed without a negative vote.

10. **Adjourn Meeting:**  
HYLAND / LAUNDRIE moved to adjourn. Motion passed without a negative vote.

Chair Tom Lund adjourned the meeting at 5:42 p.m.

Next Meeting: Thursday, December 12, 2019 at 5:15 p.m. -- CANCELLED  
Sophie Beaumont Building  
111 N. Jefferson St; Boardroom A  
Green Bay, WI 54301

Respectfully Submitted,  
Catherine Foss  
Office Manager

## BROWN COUNTY HEALTH & HUMAN SERVICES

111 N. Jefferson Street  
P.O. Box 22188  
Green Bay, WI 54305-2188



Erik Pritzl, Executive Director

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Phone (920) 448-6000 Fax (920) 448-6166

To: Human Services Board  
Human Services Committee

From: Erik Pritzl, Executive Director

Date: November 14, 2019

Re: Executive Director's Report

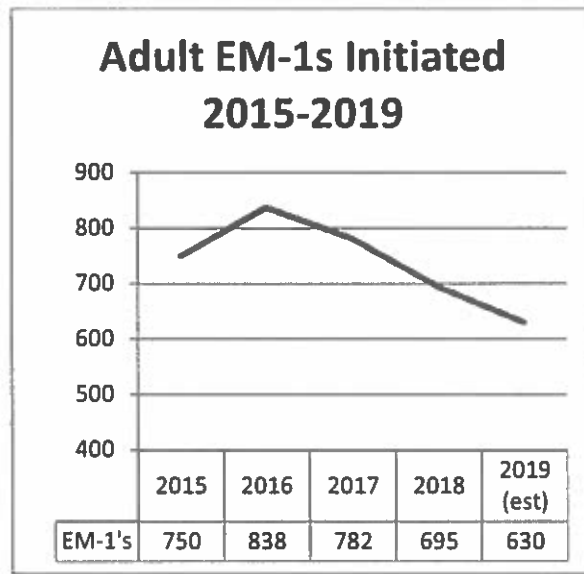
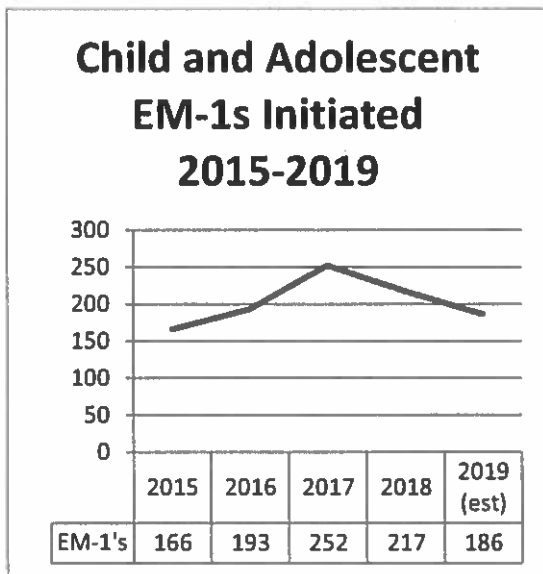
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### Community Services:

- Department staff convened the first meeting with system stakeholders regarding a Family Recovery/Drug Court. The purpose of this court is to address treatment and safety needs for families involved with the Criminal Justice system and Child Protective Services. This can involve formal court involvement, or at least criteria being met for a formal court action in the case of Child Protective Services.
- Planning efforts continue on the Crisis Assessment Center addition at the Community Treatment Center. This is a cross-division effort between Community Services and the Community Treatment Center, along with Crisis Center staff. Department staff consulted with the Department of Health Services on some design elements such as observation/stabilization services and medical services that can be integrated into the assessment process.
- There has been no recent developments on the Secure Residential Care Center for Children and Youth (SRCCCY) at the State level. The status is that the grant committee recommendations were provided to the Joint Committee on Finance. A small workgroup continues to meet to review some plan elements and operational cost estimates.
- Much planning is underway related to the new positions in the 2020 budget. This includes new positions in Child Protective Services (14), Adult Behavioral Health (2), and Adult Protective Services (1), and Criminal Justice Services (1).

### Emergency Detentions:

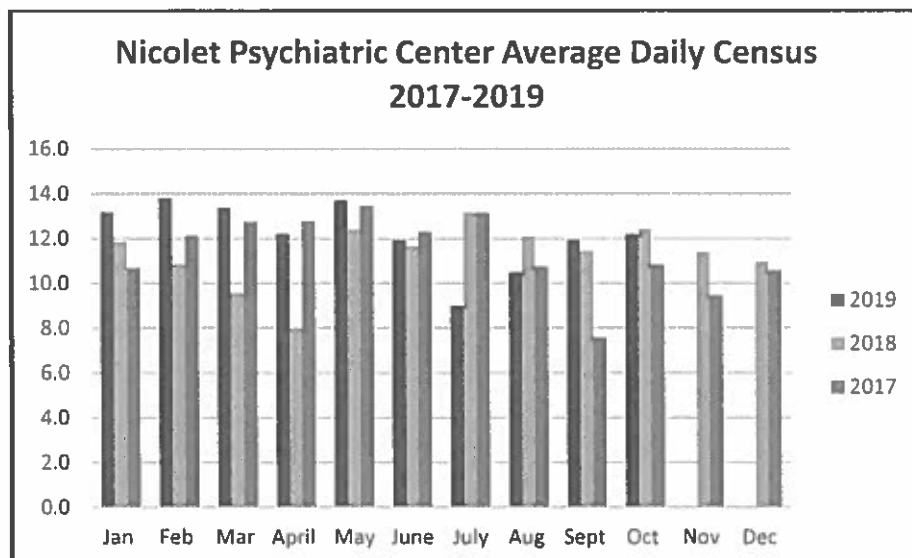
We continue to see a decreasing trend in emergency detentions (EM-1s) initiated for both adults and children. If this trend continues for the remainder of the year, this could be an 11% reduction in EM-1s initiated. The charts that follow provide a five year history in this area.

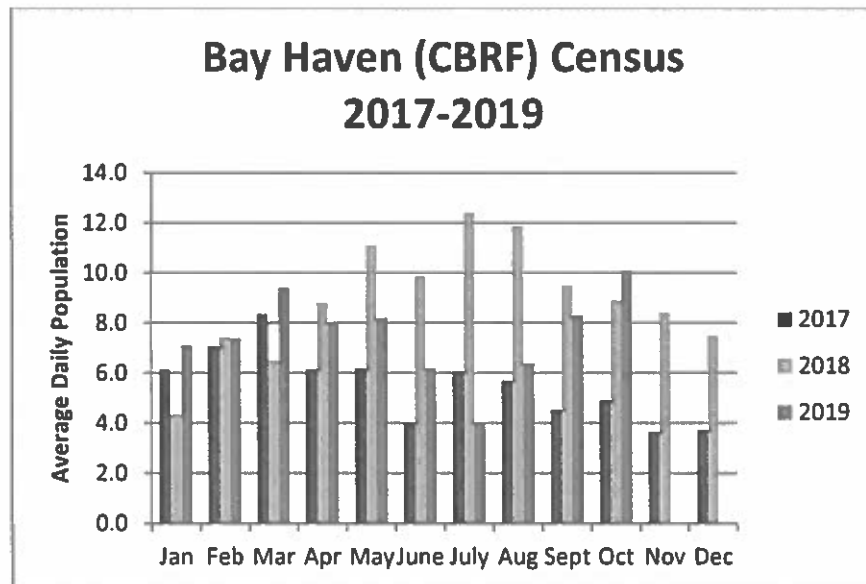


Department staff continue to work on getting a Crisis Coordinating Committee up and running. In general terms, the committee will meet to discuss the overall function of the Brown County emergency mental health services system, review system procedures and guiding documents annually, review specific cases to inform system changes, and assist with information requests from the State of WI related to crisis services and improvements.

#### Community Treatment Center

Census at our Community Treatment Center is showing a high utilization of units in 2019. The average daily census for October at the Nicolet Psychiatric Center was 12.4, and the average daily census at Bay Haven (CBRF) for October was 10.1. Three years of average daily census at the Nicolet Psychiatric Center (NPC) and Bay Haven (CBRF) are presented visually in the charts below.





The Hospital and Nursing Home Administrator position has also been filled with the hiring of Samantha Behling for the position. Samantha has been with the department since 2015 serving as the Nurse Educator/Infection Control Nurse, as the Director of Nursing for the Nursing Home, and as interim Hospital and Nursing Home Administrator on two separate occasions. Samantha has provided leadership during multiple successful Nursing Home Surveys, and is eager to continue working with staff in the administrator position.

The Community Treatment Center will be working on incorporating new positions for 2020 into operations including:

- A full-time Advance Practice Nurse Prescriber
- A part-time Medical Director
- A Certified Nursing Assistant for Bay Haven (CBRF)
- A full-time Registered Occupational Therapist
- A full-time Transportation Aide-Nursing Assistant

## BROWN COUNTY HEALTH & HUMAN SERVICES

Brown County Community Treatment Center  
3150 Gershwin Drive  
Green Bay, WI 54305-2188



Samantha Behling, Hospital & Nursing Home Administrator

Phone (920) 391-4701 Fax (920) 391-4872

### **NPC Monthly Report- November 2019**

**Federal/State Survey Readiness-** A new computerized ordering handling system will be implemented for Nicolet Psychiatric Center registered nursing personnel. This system will reduce errors in transcription and improve information-sharing between inpatient psychiatric services and outpatient mental health services. Another speech transcription system has been implemented for use by inpatient Social Workers to advance efficiencies in documentation of client encounters and increase time for direct client communications. Certified Recreational Therapy Assistants have begun touring local behavioral health hospitals to gain knowledge of other's programming. Further education is planned to inform of hospital survey procedures and interpretive guidelines.

**Crisis Center Addition Planning-** An onsite medical clearance workgroup has been established with various Brown County professionals to assess potential staffing requirements, hours of service and basic medical assessment procedures for the proposed service additions. The workgroup will meet in early November. Literature from the Wisconsin Psychiatric Association, College of Emergency Physicians and other available resources will be considered while determining procedure criteria.

**Food and Nutritional Services-** Human Resources, along with Administration, is exploring schedule and position arrangement options for the Food and Nutritional Service Department. These efforts are being made to aid in the recruit of employees. Human Resources and Administration plan to introduce employees within the department to the options being considered. Information will then be presented to the Human Services Committee as requested within November 2019.

**Other Business-** Holiday rotation procedures have been implemented for 2020. This process change is intended to aid in recruitment of nursing personnel, align with other medical facilities and ensure County recognized holidays are distributed fairly throughout the nursing department. Nursing employees will rotate their holiday assignments each year.

*Respectfully submitted by: Samantha Behling, Hospital and Nursing Home Administrator*



## BROWN COUNTY HEALTH & HUMAN SERVICES

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Phone (920) 448-6000 Fax (920) 448-6166

Erik Pritzl, Executive Director

To: Human Services Board and Human Services Committee

Date: November 13, 2019

Subject: 9/30/19 YTD Financial Results for Community Treatment Center and Community Services

### Community Treatment Center

Financial results for the Community Treatment Center through 9/30/19 show revenues at 81.8% of the annual budget and expenses at 75.1% compared to a benchmark of 75.0% year-to-date. This has created an overall \$868,724 favorable budget variance for the first 9 months of the year. The 6.8% or \$889,123 favorable YTD revenue variance includes two particularly significant impacts: 1) higher hospital unit census has led to revenues \$288,633 higher than projected for the Nicolet Psychiatric Center, and 2) a prior year Nursing Home Supplemental funding payment was received in the amount of \$514,992 which was not anticipated. Facility expenses remain close to budget with a 0.1% or \$20,399 unfavorable YTD variance from increased personnel costs and other operating expenses due in part to higher NPC census.

9/30/19 YTD census compared to budget is as follows:

<u>Average Daily Census</u>	<u>YTD</u>	<u>Budget</u>
Bayshore Village Nursing Home	60.4	61.3
Nicolet Psychiatric Center	12.2	10.7
Bay Haven CBRF	7.1	7.9

### Community Services

Year-to-date results for Community Services include revenues at 76.8% of the annual budget which is 1.8% above the benchmark of 75.0% for 9 months. Expenses are at 77.5% or 2.5% over the benchmark. This results in an overall YTD deficit of \$374,435. Current month results for September were favorable by \$212,691 primarily because of significant prior month Medicaid and other billing credits received from the State for patient stays at the Winnebago and Mendota state mental health centers. The YTD deficit is now close to the \$336,498 of 2018 CLTS and CCOP program reconciliation adjustments recorded in June 2019. Without these prior year adjustments the 9/30/19 YTD deficit would be \$37,937. There is, however, a favorable YTD budget variance related to the Shelter Care capital outlay project for bathroom renovations which is scheduled to begin in November. A budget adjustment of \$25,000 from Fund Balance was approved recently to cover the most competitive bid for this project with costs higher than projected.

A budget adjustment is in process to add approximately \$1.8 million in both state grant revenue and purchased services expense for 2019 based on the significant change in CLTS outside vendor services to children in need of long-term services based on the state plan for elimination of the CLTS waitlist. This will address the significant YTD revenue and expense budget variances in this area which are approximately \$1.4 million through 9/30/19.

Purchased services remain high for juvenile justice residential care center and correctional facility placements with an offsetting favorable variance in personnel costs primarily from lower than anticipated employee benefits expense.

Respectfully Submitted, Eric Johnson - Finance Manager



# Community Treatment Center

Through 09/30/19  
Prior Fiscal Year Activity Included  
Summary Listing

Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd	Prior Year YTD
<b>Fund 630 - Community Treatment Center</b>								
<b>REVENUE</b>								
Property taxes	3,200,420.00	.00	3,200,420.00	266,701.67	2,400,315.03	800,104.97	75.0%	2,399,407.47
Intergov Revenue	4,194,042.00	.00	4,194,042.00	390,857.96	3,799,378.44	394,663.56	90.6%	3,777,025.74
Public Charges	4,004,411.00	1,501.00	4,005,912.00	420,941.91	3,317,688.63	688,223.37	82.8%	3,390,210.85
Miscellaneous Revenue	1,554,137.00	.00	1,554,137.00	113,374.32	1,048,701.38	505,435.62	67.5%	1,098,664.22
Other Financing Sources	.00	155,693.00	155,693.00	.00	155,693.00	.00	100.0%	65,518.03
<b>REVENUE TOTALS</b>	<b>\$12,953,010.00</b>	<b>\$157,194.00</b>	<b>\$13,110,204.00</b>	<b>\$1,151,875.86</b>	<b>\$10,721,776.48</b>	<b>\$2,388,427.52</b>	<b>81.8%</b>	<b>\$10,730,826.31</b>
<b>EXPENSE</b>								
Personnel Costs	9,134,103.00	120,194.00	9,254,297.00	787,249.20	6,959,910.47	2,294,386.53	75.2%	7,241,833.37
Operating Expenses	4,305,357.00	87,000.00	4,392,357.00	359,056.69	3,322,392.68	1,013,931.72	75.6%	3,212,419.30
Outlay	87,000.00	(50,000.00)	37,000.00	.00	836.32	36,163.68	2.3%	1,305.58
<b>EXPENSE TOTALS</b>	<b>\$13,526,460.00</b>	<b>\$157,194.00</b>	<b>\$13,683,654.00</b>	<b>\$1,146,305.89</b>	<b>\$10,283,139.47</b>	<b>\$3,344,481.93</b>	<b>75.1%</b>	<b>\$10,455,558.25</b>
<b>Fund 630 - Community Treatment Center</b>								
<b>REVENUE TOTALS</b>	<b>12,953,010.00</b>	<b>157,194.00</b>	<b>13,110,204.00</b>	<b>1,151,875.86</b>	<b>10,721,776.48</b>	<b>2,388,427.52</b>	<b>81.8%</b>	<b>10,730,826.31</b>
<b>EXPENSE TOTALS</b>	<b>13,526,460.00</b>	<b>157,194.00</b>	<b>13,683,654.00</b>	<b>1,146,305.89</b>	<b>10,283,139.47</b>	<b>3,344,481.93</b>	<b>75.1%</b>	<b>10,455,558.25</b>
<b>Grand Totals</b>	<b>(\$573,450.00)</b>	<b>\$0.00</b>	<b>(\$573,450.00)</b>	<b>\$5,569.97</b>	<b>\$438,637.01</b>	<b>(\$956,054.41)</b>		<b>\$275,268.06</b>



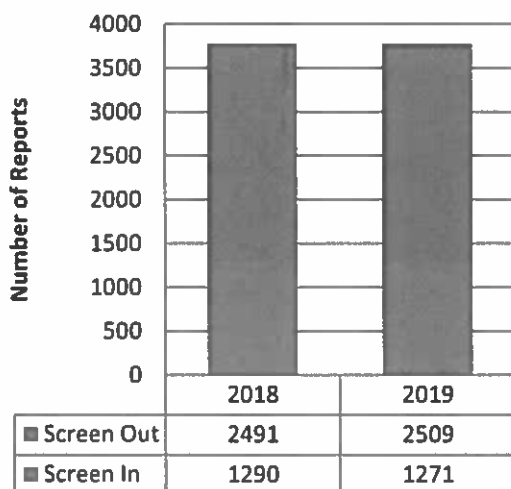
## Community Services

Through 09/30/19  
Prior Fiscal Year Activity Included  
Summary Listing

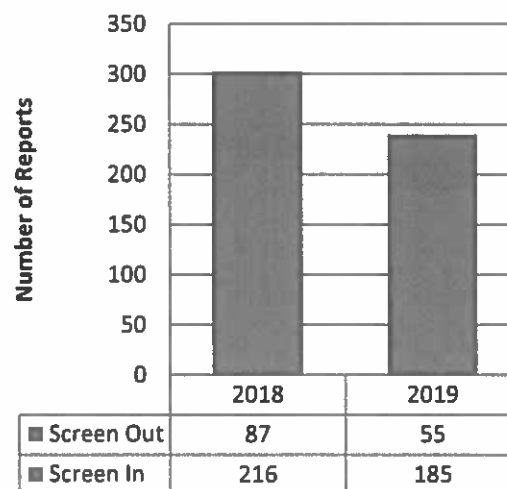
Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd	Prior Year YTD
<b>Fund 201 - Community Services</b>								
<b>REVENUE</b>								
Property taxes	15,986,348.00	.00	15,986,348.00	1,332,195.69	11,989,761.21	3,996,586.79	75.0%	12,129,583.50
Intergov Revenue	33,020,137.00	378,689.00	33,398,826.00	3,247,025.20	25,792,894.30	7,605,931.70	77.2%	23,922,687.25
Public Charges	2,263,051.00	11,400.00	2,274,451.00	183,127.99	1,734,406.21	540,044.79	76.3%	1,556,751.28
Miscellaneous Revenue	86,250.00	54,139.00	140,389.00	29,941.59	141,018.32	(629.32)	100.4%	173,711.47
Other Financing Sources	36,639.00	578,352.00	614,991.00	.00	614,991.00	.00	100.0%	260,732.76
<b>REVENUE TOTALS</b>	<b>\$51,392,425.00</b>	<b>\$1,022,580.00</b>	<b>\$52,415,005.00</b>	<b>\$4,792,290.47</b>	<b>\$40,273,071.04</b>	<b>\$12,141,933.96</b>	<b>76.8%</b>	<b>\$38,043,466.26</b>
<b>EXPENSE</b>								
Personnel Costs	20,122,872.00	889,476.00	21,012,348.00	1,746,701.15	15,276,863.89	5,735,484.11	72.7%	14,600,090.83
Operating Expenses	31,141,553.00	108,604.00	31,250,157.00	2,832,898.42	25,370,641.83	5,848,743.17	81.2%	24,785,550.13
Outlay	128,000.00	49,500.00	177,500.00	.00	.00	177,500.00	0.0%	30,537.03
<b>EXPENSE TOTALS</b>	<b>\$51,392,425.00</b>	<b>\$1,047,580.00</b>	<b>\$52,440,005.00</b>	<b>\$4,579,599.57</b>	<b>\$40,647,505.72</b>	<b>\$11,761,727.28</b>	<b>77.5%</b>	<b>\$39,416,177.99</b>
<b>Fund 201 - Community Services</b>								
<b>REVENUE TOTALS</b>	<b>\$1,392,425.00</b>	<b>1,022,580.00</b>	<b>\$2,415,005.00</b>	<b>4,792,290.47</b>	<b>40,273,071.04</b>	<b>12,141,933.96</b>	<b>76.8%</b>	<b>38,043,466.26</b>
<b>EXPENSE TOTALS</b>	<b>\$1,392,425.00</b>	<b>1,047,580.00</b>	<b>\$2,440,005.00</b>	<b>4,579,599.57</b>	<b>40,647,505.72</b>	<b>11,761,727.28</b>	<b>77.5%</b>	<b>39,416,177.99</b>
<b>Grand Totals</b>	<b>\$0.00</b>	<b>(\$25,000.00)</b>	<b>(\$25,000.00)</b>	<b>\$212,690.90</b>	<b>(\$374,434.68)</b>	<b>\$380,206.68</b>		<b>(\$1,372,711.73)</b>

# Child Protection Statistics: October, 2019

## Year to Date: CPS Referrals

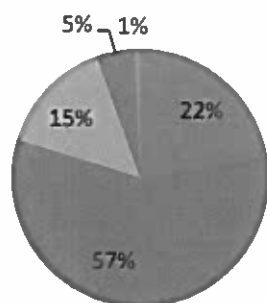


## Year to Date: Service Requests



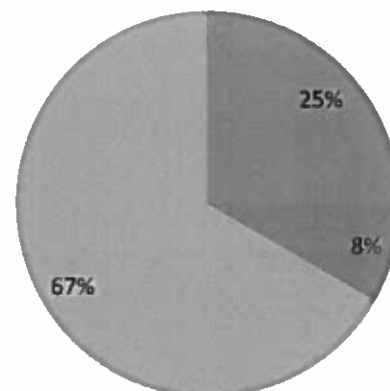
## CPS Allegation(s) of Maltreatment

- Physical Abuse
- Neglect
- Sexual Abuse
- Emotional Damage
- Unborn Child Abuse



## CPS Response Times

- Same Day
- 24-48 Hours
- 5 Business Days



Child protection referrals for this year have been relatively consistent with last year. There continues to be high complexity in these cases, with many precipitating issues surrounding parental substance abuse. This is reflected in the percentage of CPS Allegations of Maltreatment, specific to neglect. In addition to this, a quarter of the child protection responses were emergency cases that required an immediate response due to the severity of the allegations and concern of danger to a vulnerable child.